

Issues, Concerns or Feedback?

Manny & Me Nanny Agency is dedicated to delivering an exceptional level of service to all our clients. While we strive for excellence, we understand that there may be instances where clients or candidates feel the need to raise concerns. Your feedback is crucial in helping us enhance our services.

Our objective is to address and resolve complaints promptly. We approach all complaints with the utmost seriousness and sensitivity, ensuring that Manny & Me maintains its commitment to providing a superior service.

Complaints Procedure

Stage One: Informal complaint

We encourage the resolution of complaints at the earliest stage possible. Manny & Me Nanny Agency believes that most issues can be addressed satisfactorily through informal channels.

If you have a complaint, please reach out to us on 0203 092 6292. We are committed to being helpful, treating you with respect, and addressing your concerns with courtesy.

Stage Two: Formal complaint

If the initial response does not meet your satisfaction, please submit a written complaint to James McCrossen, Manny & Me, 48 Cordwainer House, 43 Mare Street, London E8 4RX.

Your complaint will be documented and investigated, and you can expect a written response within 10 working days. We prioritise and respect your confidentiality throughout this process.

Stage Three: Escalating your complaint

Should your complaint remain unresolved, you have the option to escalate the matter to the Employment Agency Standards Inspectorate at the Department of Trade and Industry (UG65), 1 Victoria Street, London, SW1 HOEX.

At Manny & Me, we are committed to addressing your concerns and continuously improving our services to meet your expectations.